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~~ Patent Literature: Inventor search

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(c) 2008 WPO/ Thomson

File 350: Derwent WPI X 1963-2008/ UD=200826
(c) 2008 The Thomson Corporation

Set	Items	Description
S1	339	AU=BADER J?
S2	7	AU=REZNICK A?
S3	344	S1 OR S2
S4	0	S3 AND (ONLINE OR ON()LINE OR INTERNET OR WEB() (BASED OR SITE OR - SITES) OR WEBBASED OR WEBSITE? ? OR NETWORK?? OR VIRTUAL) (3N) - (MERCHANT? ? OR SELLER? ? OR VENDOR? ? OR RETAILER? ? OR DEAL- ER? ? OR AUCTION??? OR SHOPKEEPER? ? OR SHOP() KEEPER? ?) S5 0 S3 AND (RETAIL OR BUSINESS OR SELLING) () (PRACTICE? ? OR STANDARD? ?)

~~ Non-Patent Literature: Inventor search

File 2: INSPEC 1898-2008/ Mar W4
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(c) 2008 The HW Wilson Co.
File 256: TechInfoSource 82-2008/ Dec
(c) 2008 Info. Sources Inc
File 474: New York Times Abs 1969-2008/ Apr 22
(c) 2008 The New York Times
File 475: Wall Street Journal Abs 1973-2008/ Apr 22
(c) 2008 The New York Times
File 583: Gale Group Global base(TM) 1986-2002/ Dec 13
(c) 2002 The Gale Group
File 996: NewsRoom 2000-2002
(c) 2008 Dialog

Set	Items	Description
S1	339	AU=(BADER, J? OR BADER J? OR BADER(2N)J?) OR BY=BADER(2N)J?
S2	22	AU=(REZNICK, A? OR REZNICK A? OR REZNICK(2N)A?) OR BY=REZNICK(2N)A?
S3	361	S1 OR S2
S4	0	S3 AND (ONLINE OR ON() LINE OR INTERNET OR WEB() (BASED OR SITE OR SITES) OR WEBBASED OR WEBSITE? ? OR NETWORK?? OR VIRTUAL) (3N) (MERCHANT? ? OR SELLER? ? OR VENDOR? ? OR RETAILER? ? - OR DEALER? ? OR AUCTION??? OR SHOPKEEPER? ? OR SHOP() KEEPER? - ?)
S5	0	S3 AND (RETAIL OR BUSINESS OR SELLING() (PRACTICE? ? OR STANDARD? ?)

~~ Non- Patent Literature: Full Text

Dialog files: 9, 15, 16, 20, 148, 160, 275, 476, 610, 613, 621, 624, 634, 636, 810, 813, 996

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(c) 1999 PR Newswire Association Inc
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Set	Items	Description
S1	954019	(ONLINE OR ON()LINE OR INTERNET OR WEB() (BASED OR SITE OR - SITES) OR WEBBASED OR WEBSITE? ? OR NETWORK?? OR VIRTUAL) (3N) - (MERCHANT? ? OR SELLER? ? OR VENDOR? ? OR RETAILER? ? OR DEAL- ER? ? OR AUCTION??? OR SHOPKEEPER? ? OR SHOP() KEEPER? ?)
S2	478082	COMM T??? OR COMM TMENT? ? OR GUARANTEE??? OR AGREE??? OR - AGREEMENT? ? OR CONTRACT??? OR ASSURANCE OR AFFIRM??? OR PLE- DG??? OR PROM S??? OR OBLIGAT???
S3	617896	PRACTICE? ? OR STANDARD? ? OR METHOD? ? OR PROCESS?? OR TE- CHNI QUE? ? OR OPERATION?? OR PROCEDURE? ? OR CRI TERION OR CRI - TERIA OR PARAMETER? ? OR QUALITY OR QUALITI ES OR CHARACTERI ST- IC? ?
S4	533566	FEEDBACK OR SCORE? ? OR SCORING OR RATE OR RATES OR RATED - OR RATING OR RANK OR RANKS OR RANKED OR RANKING OR GRAD??? OR ENFORC???? OR EVALUAT??? OR COMPL??? OR COMPLIANCE OR SATI SFA- CT??? OR DI SSATI SFACT??? OR PERFORMANCE
S5	745907	BUYER OR BUYERS OR PURCHASER OR PURCHASERS OR USER OR USERS OR CUSTOMER OR CUSTOMERS OR VI SI TOR OR VI SI TORS OR MEMBER OR MEMBERS OR SUBSCRI BER OR SUBSCRI BERS OR CLI ENT OR CLI ENTS
S6	836118	INTERACTI ON? ? OR TRANSACTI ON? ? OR TRANSACTING OR PURCHAS- ??? OR TRADE? ? OR TRADI NG OR ORDER? ? OR ORDERI NG OR EXCHANG- ??? OR DEALI NG? ? OR BUY OR BUYI NG OR BOUGHT OR SALE OR SALES OR SELL???
S7	45467	S2(6N) S3
S8	4306	S4(8N) S7
S9	323185	S5(8N) S6
S10	94	S1(S) S8(S) S9
S11	41	S10 NOT PY>2000
S12	21	RD (unique items)

12/3, K1 (Item 1 from file: 15)

DI ALOG(R) File 15: ABI / Inform(R)

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02323695 86923291

Business-to-business online auctions: key issues for purchasing process improvement

Emliani, M L

Supply Chain Management v5n4 PP: 176 2000

ISSN: 1359-8546 JRNL CODE: SCMG

WORD COUNT: 6151

...TEXT: negotiation, particularly for large volumes of spend such as in a multi-year long-term **agreement**. An **agreement** over **quality** and delivery **performance** targets is often easier to achieve since **buyer** and **seller** may be better aligned toward these goals. In the absence of threats, it can take...

...who often view themselves as having very limited resources. In recent years, business-to-business **auctions** over the **Internet** have emerged as one option to reduce purchasing costs.

Business-to-business online auctions

Business...

^ 12/3, K2 (Item 2 from file: 15)

DI ALOG(R) File 15: ABI / Inform(R)

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01986048 49797011

Reporting on the past: A new approach to improving accounting today

Lundholm Russell J

Accounting Horizons v13n4 PP: 315-322 Dec 1999

ISSN: 0888-7993 JRNL CODE: ACH

WORD COUNT: 3585

...TEXT: error.

My proposal has many similarities to disclosures that are found on a newly created **online** market, eBay. **Sellers** auction items to **buyers** using eBay as the electronic auction-house. The only information the **buyer** has about the item being **purchased** is that provided by the **seller**. Once an auction is complete the **buyer** typically sends a money **order** directly to the **seller**. But what assurance does the **buyer** have that the **seller** will actually deliver an item that fits the description? Why doesn't adverse selection cause this market to completely unravel? To combat these effects, eBay supports the market by soliciting **buyer** feedback about the **seller** after the **transaction** is complete. Thus, before a **buyer** **purchases** an item he or she can access the **seller**'s profile, which contains a list of prior **buyers**' testimonies (often comparing the **quality** of the goods **promised** to the quality delivered) and an overall **seller rating**. **Buyers** can avoid **sellers** with bad reputations or short histories. A **seller** with a very short horizon can clearly mislead **buyers** with false disclosures and reap the benefits, but a seller intending to transact in the...

...disclosure system has allowed eBay to thrive; they have more than 3.8 million registered **users** and enabled \$1.2 billion in **transactions** in 1998.

CONCLUSION

As the accounting profession struggles to provide a relevant product in the ...

12/3, K/3 (Item 3 from file: 15)
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00865450 95-14842
RDBMS server choice gets tougher
Gould, Michael; Eckerson, Wayne
Network World v11n21 PP: 52-58 May 23, 1994
ISSN: 0887-7661 JRNL CODE: NWW
WORD COUNT: 5242

...TEXT: crashed, twophase commit rolls back the transaction in all the other databases and starts the **process** again.

However, two-phase **commit** imposes a significant **performance** penalty. The protocol creates a lot of network overhead since each of the databases participating...

...must constantly communicate with one another. Also, two-phase commit operations often result in aborted **transactions**, which forces **users** to try completing the **transaction** again, thus taking up even more **network** capacity.

Most **vendors** listed in the Buyer's Guide chart on page 57 now support two-phase commit...

12/3, K/4 (Item 1 from file: 16)
DIALOG(R) File 16: Gale Group PROMT(R)
(c) 2008 The Gale Group. All rts. reserv.

07698515 Supplier Number: 64153261 (USE FORMAT 7 FOR FULLTEXT)
Koratsu America International Company Continues Investment in eBusiness with Latest Announcement of Strategic Initiative with IronPlanet.
Business Wire, p2564
August 14, 2000
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 666

... auction used KALC construction equipment through IronPlanet's online marketplace.

This agreement provides North American **purchasers** of used equipment with an auction-based **buying** platform. KALC's investment in this relationship builds upon the company's used equipment and certification program where a **customer** can **buy** used equipment direct or over the Internet with the **assurance** of **quality** and **performance**. KALC and its distributors now have an additional channel for used equipment sales and can leverage IronPlanet.com's **online auction** capabilities in the sale of its used equipment inventories.

IronPlanet, in turn, will be able...

12/3, K/5 (Item 2 from file: 16)

DI ALOG(R) File 16: Gale Group PROMT(R)
(c) 2008 The Gale Group. All rts. reserv.

07528264 Supplier Number: 63111635 (USE FORMAT 7 FOR FULLTEXT)
eToys Named Best Internet Toy Store by Gomez Advisors; Authoritative Guide to Online Shopping Gives eToys Top Ranking on 'Toy Scorecard'.

Business Wre, p0057

July 5, 2000

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 346

SANTA MONICA, Calif.--(BUSINESS WIRE)--July 5, 2000

eToys Inc. (Nasdaq:ETYS), the leading **Internet retailer** of children's products, was recently handed top honors as the best Internet toy store...

...overall high score for eToys.com besting a field of 13 other **Web** sites that **sell** toys.

eToys was ranked No. 1 in **customer** confidence, based on the site's ability to "operate a highly reliable **Web** site, maintain...

12/3, K/6 (Item 3 from file: 16)

DI ALOG(R) File 16: Gale Group PROMT(R)
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07492421 Supplier Number: 62915657 (USE FORMAT 7 FOR FULLTEXT)

Fort Point Partners Announces the Declaration of eSelling.

Business Wre, p0187

June 26, 2000

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 1109

... for success across all of their channels."

"Providing an exceptional user experience is paramount for **Internet retailers**," said Ken Klein, COO at Mercury Interactive. "Our leading **Web** performance management solutions complement Fort...

...benefit by launching **Web** sites that stand up to users expectations for reliability, scalability and **performance**."

"The Declaration of eSelling illustrates Fort Point Partners' **commitment** to deliver solutions that go beyond **process** optimization to drive sales for their customers," said Michael Carrier, MmEcom founder and CEO. "Our...

12/3, K/7 (Item 4 from file: 16)

DI ALOG(R) File 16: Gale Group PROMT(R)
(c) 2008 The Gale Group. All rts. reserv.

06949768 Supplier Number: 58659626 (USE FORMAT 7 FOR FULLTEXT)

Best Offer.com Assembles Marketing Team to Launch Better Way to Buy and Sell Used Cars.

PR Newswire, p4535
Jan 19, 2000
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 740

... advertising and public relations efforts.
BestOffer.com combines online technology with off-line automotive expertise, **quality assurance** and friendly customer service to create a **complete** solution for consumers, building a better way to **buy** or **sell** a used car. BestOffer.com guides **customers** through every step of **buying** or **selling** a used car. It offers a unique **online auction** marketplace supported by unbiased vehicle inspections and background checks, convenient test drives, and comprehensive research...

12/3, K/8 (Item 5 from file: 16)
DI ALOG(R) File 16: Gale Group PROMT(R)
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06654381 Supplier Number: 55822556 (USE FORMAT 7 FOR FULLTEXT)
business to business.
Jewel, Sierra
Children's Business, v14, n9, p29
Sept, 1999
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 254

(USE FORMAT 7 FOR FULLTEXT)
TEXT:
...company that may be asking how it can secure unprecedented amounts of funding needed to **purchase** the inventory to fill a **customer's order**.
(212-946-2888) ... 1-800-DATABASE has launched SKUfinder.com touted as the first Business...

...to target online consumers. UTrade.com offers business people easier access to business-to-consumer **online auction** retailing. **Merchants** with electronically formatted databases have the opportunity to list their clothing, shoes and accessories on...
...LINKERS, a buying agency based in Bangalore, provides professional services in the area of supplier **evaluation**, sampling, **quality assurance** (pre-production, on-line and pre-shipment) for quality garments including leather. LINKERS arranges samples...

12/3, K/9 (Item 6 from file: 16)
DI ALOG(R) File 16: Gale Group PROMT(R)
(c) 2008 The Gale Group. All rts. reserv.

04788540 Supplier Number: 47047505 (USE FORMAT 7 FOR FULLTEXT)
Concord Communications and top networking vendors are first to deliver on promise of RMON2.
Business Wre, p01201115
Jan 20, 1997
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 961

... raw data into actionable reports."
Concord Communications is the only independent software vendor that provides **performance** reporting which supports the **RMON2 standard** and **guarantees** RMON2 interoperability across a variety of platforms and **vendor** devices. **Network** Health customers will have the option of choosing RMON2 probes from Bay Networks, Frontier Software, HP or 3Com depending upon their needs and existing **network** infrastructure. The probe **vendors** are supporting RMON2 interoperability by working closely with Concord Communications in supplying technical information as well as

marketing and **sales** support to joint **customers** .

"As the company that invented automated network reporting, Concord Communications is continuing to lead the...

12/3, K/10 (Item 1 from file: 20)

DI ALOG(R) File 20: Dialog Global Reporter
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10976441 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**ADVISORY/ Mother's Day Web Site Performance and Fulfillment to Be Measured
by Keynote**

BUSINESS WIRE

May 11, 2000

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 631

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... sites for users ordering gifts. Timely order fulfillment proved to be a challenge for many **online merchants** during the 1999 Christmas holiday shopping season, as well as for Valentine's Day this...

12/3, K/11 (Item 2 from file: 20)

DI ALOG(R) File 20: Dialog Global Reporter
(c) 2008 Dialog. All rts. reserv.

10528358 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Analyst Predicts Major Shakeout among Online Retailers

Peter J. Howe

KRTBN KNIGHT-RIDDER TRIBUNE BUSINESS NEWS (BOSTON GLOBE - MASSACHUSETTS)

April 12, 2000

JOURNAL CODE: KBGL LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 676

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... a customer base of at least 5 million and control of their own warehouses and **order fulfillment processes** to **guarantee customer satisfaction** and repeat **sales** .

Exclusive partnerships with manufacturers, links to catalog and physical stores and top executives with many...

12/3, K/12 (Item 3 from file: 20)

DI ALOG(R) File 20: Dialog Global Reporter
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09962245 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**PricewaterhouseCoopers to announce new Canadian Web standards disclosure
program in live webcast**

CANADA NEWSWIRE

March 08, 2000

JOURNAL CODE: WCNW LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 636

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... display the PricewaterhouseCoopers BetterWeb(TM) seal. Display of the seal means that the company has **agreed** to **comply** with the disclosure **standards** required of participants in the BetterWeb(TM) program

The evolution of such independent, third-party...

12/3, K/13 (Item 4 from file: 20)

DI ALOG(R) File 20: Dialog Global Reporter
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09002168 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Best Offer.com's Second Round Financing Fueled by Leading Internet VC Firms

PR NEWSW RE

January 06, 2000

JOURNAL CODE: WPRW LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 774

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... every step of the process of buying or selling a used car with its unique **online auction** marketplace, unbiased vehicle inspections, convenient test drives, comprehensive research and information tools, and assistance in...

12/3, K/14 (Item 5 from file: 20)

DI ALOG(R) File 20: Dialog Global Reporter

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02820783

BizRate Signs Agreement with America Online to Provide AOL Members with Certified Merchant Ratings

PR NEWSW RE

September 15, 1998

JOURNAL CODE: WPRW LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 567

... full suite of Internet industry tracking reports. In addition, BCE provides professional consulting services to **online merchants** and others interested in gaining a better understanding of the rapidly evolving e-commerce market...

12/3, K/15 (Item 6 from file: 20)

DI ALOG(R) File 20: Dialog Global Reporter

(c) 2008 Dialog. All rts. reserv.

01270939 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Inverse AccessRamp Will Provide End-User Access Data for HP's ISP Management Offerings

BUSINESS W RE

March 30, 1998 8:25

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 600

... networks (VPNs) and electronic commerce. Inverse's customers include premier ISPs, major corporations and leader **vendors** of **Internet** - enabled applications to improve customer satisfaction by enhancing the performance and reliability of their offerings...

12/3, K/16 (Item 1 from file: 610)

DI ALOG(R) File 610: Business Wre

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00293346 20000605157B4421 (USE FORMAT 7 FOR FULLTEXT)

Abatis Turns Carrier Web Sites Into Self-Serve IP VPN Portals

Business Wre

Monday, June 5, 2000 08:23 EDT

JOURNAL CODE: BW LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

DOCUMENT TYPE: NEWSW RE

WORD COUNT: 1,002

...Level Agreements (SLAs) -- at the click of a button -- without incurring capital costs or handling **complex operations procedures** .

Tom Nolle of CIM Corporation **agrees** . "The success of IP VPNs depends on linking them directly to developing customer business applications,

problems,
and opportunities. That would create an intimate, tactical,
customer -to-provider relationship that would completely swamp traditional
order management and problem management systems. With its Virtual
Enterprise
Manager, Abatis lets service providers offer...

... Business Services

Architecture, the Abatis Virtual Enterprise Manager hides the complexity of
the underlying multi- **vendor** , multi-technology **network** and presents an
application view of the VPN, vastly simplifying network design and
management.
With...

12/3, K/17 (Item 2 from file: 610)

DIALOG(R) File 610: Business Wre
(c) 2008 Business Wre. All rts. reserv.

00101066 19990908251B0171 (USE FORMAT 7 FOR FULLTEXT)

iMotors.com Starts Its Engine, Revolutionizing the Pre-Owned Car Market;
First Direct-to-Consumer Internet Auto Company -- Not Another Web Referral
Business

Business Wre

Wednesday, September 8, 1999 09:45 EDT

JOURNAL CODE: BW LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

DOCUMENT TYPE: NEWSWRE

WORD COUNT: 1,024

TEXT:

...first direct-to-consumer retail business to sell certified
pre-owned vehicles over the Internet, **pledging** to deliver low prices,
high **quality** , a near-unlimited selection and guaranteed **customer**
satisfaction .

iMotors.com allows shoppers to **buy** the car they desire from the
complete pool of 11 million pre-owned, current to...

...vehicles available annually nationwide. iMotors.com has no inventory,
nor does it refer customers to **dealers** like other **on-line** companies.

12/3, K/18 (Item 1 from file: 996)

DIALOG(R) File 996: NewsRoom 2000-2002

(c) 2008 Dialog. All rts. reserv.

0166016846 158EOJGF

Florida Supreme Court allows hand count

UPI NEWS

Thursday, November 16, 2000

JOURNAL CODE: ALVV LANGUAGE: ENGLISH RECORD TYPE: Fulltext

DOCUMENT TYPE: Newswire

WORD COUNT: 7,853

...The Company's franchisees may damage its brand or increase its costs by
failing to **comply** with its franchise **agreements** or its operating
standards .

The Company's franchise business is governed by its Uniform Franchise
Offering

Circular, franchise agreements and applicable franchise law. If the
Company's

franchisees do not **comply** with its established operating **standards** or
the

terms of the franchise **agreements** , the 1-800-FLOWERS.COM brand may be
damaged.

The Company may incur significant additional...parties obtain rights to
similar domain names, these third parties may
confuse

the Company's **customers** and cause its **customers** to inadvertently place

order s

with these third parties, which could result in lost sales and could damage its brand...

12/3, K/19 (Item 2 from file: 996)

DIALOG(R) File 996: NewsRoom 2000-2002

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0125015225 155U0GVS

BRIEFING - ASIA INFORMATION TECHNOLOGY - AUG 29, 2000

Asia Pulse

Tuesday, August 29, 2000

JOURNAL CODE: AGJX LANGUAGE: ENGLISH RECORD TYPE: Fulltext

DOCUMENT TYPE: Newswire

WORD COUNT: 1,323

TEXT:

...It'll be online broking with a difference," chief executive Paul Batchelor said. S&P **AFFIRMS RATING** ON HYUNDAI SEMI CONDUCTOR AMERICA SEOUL - **Standard** & Poor's Monday said it **affirmed** a "B" long-term **rating** on Hyundai Semiconductor America (HSA) based on the credit worthiness of Korea-based Hyundai Electronics...

12/3, K/20 (Item 3 from file: 996)

DIALOG(R) File 996: NewsRoom 2000-2002

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0079563821 152Z1YAE

E-commerce clicks into place

Milbank, Paul

Metal Bulletin Monthly, p30

Thursday, June 1, 2000

JOURNAL CODE: FDBI LANGUAGE: English RECORD TYPE: Fulltext

DOCUMENT TYPE: Other ISSN: 03734064

WORD COUNT: 4,733

...also the opportunity to drive prices down or maximise sales by participating in the free **on-line auction** facilities now being offered by some portal providers.

In its start-up promotion, iSteel Asia.com...

12/3, K/21 (Item 4 from file: 996)

DIALOG(R) File 996: NewsRoom 2000-2002

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0053526635 151C0U0A

SHAKEOUT SEEN FOR E-RETAILERS REPORT: OVER HALF WILL BE DEAD BY END OF 2001

Peter J. Howe, Globe Staff

Boston Globe (MA), THIRD ed, pE1

Wednesday, April 12, 2000

JOURNAL CODE: ACDM LANGUAGE: ENGLISH RECORD TYPE: Fulltext

DOCUMENT TYPE: Newspaper SECTION HEADING: Business ISSN: 0743-1791

WORD COUNT: 766

...a customer base of at least 5 million and control of their own warehouses and **order fulfillment processes** to **guarantee customer satisfaction** and repeat **sales**.

Exclusive partnerships with manufacturers, links to catalogs and physical stores, and top executives with many...

~~ Non-Patent Literature: Non-Full Text

Dialog files: 2,35,65,99,256,474,475,583

File 2: INSPEC 1898-2008/ Mar W
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 File 35: Dissertation Abs Online 1861-2008/ Nov
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 (c) 2008 The New York Times
 File 475: Wall Street Journal Abs 1973-2008/ Apr 22
 (c) 2008 The New York Times
 File 583: Gale Group Global base(TM) 1986-2002/ Dec 13
 (c) 2002 The Gale Group

Set	Items	Description
S1	9819	(ONLINE OR ON() LINE OR INTERNET OR WEB() (BASED OR SITE OR - SITES) OR WEBBASED OR WEBSI TE? ? OR NETWORK?? OR VI RTUAL) (3N) - (MERCHANT? ? OR SELLER? ? OR VENDOR? ? OR RETAI LER? ? OR DEAL- ER? ? OR AUCTION?? OR SHOPKEEPER? ? OR SHOP() KEEPER? ?)
S2	1276	COMM T??? OR COMM TMENT? ? OR GUARANTEE??? OR AGREE??? OR - AGREEMENT? ? OR CONTRACT??? OR ASSURANCE OR AFFI RM??? OR PLE- DG??? OR PROM S??? OR OBLI GAT???
S3	3251	PRACTI CE? ? OR STANDARD? ? OR METHOD? ? OR PROCESS?? OR TE- CHNI QUE? ? OR OPERATI ON?? OR PROCEDURE? ? OR CRI TERI ON OR CRI - TERI A OR PARAMETER? ? OR QUALI TY OR QUALI TI ES OR CHARACTERI ST- I C? ?
S4	1462	FEEDBACK OR SCORE? ? OR SCORI NG OR RATE OR RATES OR RATED - OR RATI NG OR RANK OR RANKS OR RANKED OR RANKI NG OR GRAD??? OR ENFORC???? OR EVALUAT??? OR COMPL??? OR COMPLI ANCE OR SATI SFA- CT??? OR DI SSATI SFACT??? OR PERFORMANCE
S5	3464	BUYER OR BUYERS OR PURCHASER OR PURCHASERS OR USER OR USERS OR CUSTOMER OR CUSTOMERS OR VI SI TOR OR VI SI TORS OR MEMBER OR MEMBERS OR SUBSCRI BER OR SUBSCRI BERS OR CLI ENT OR CLI ENTS
S6	6077	I NTERACTI ON? ? OR TRANSACTI ON? ? OR TRANSACTI NG OR PURCHAS- ??? OR TRADE? ? OR TRADI NG OR ORDER? ? OR ORDERI NG OR EXCHANG- ??? OR DEALI NG? ? OR BUY OR BUYI NG OR BOUGHT OR SALE OR SALES OR SELL???
S7	155	S2(12N) S3
S8	15	S4(12N) S7
S9	1290	S5(12N) S6
S10	3	S1(S) S8(S) S9

10/3, K1 (Item 1 from file: 2)

DI ALOG(R) File 2: INSPEC

(c) 2008 Institution of Electrical Engineers. All rts. reserv.

09513776 INSPEC Abstract Number: B2005-09-6210L-165, C2005-09-5620-064
Title: OSS integration: multi-vendor, multi-technology EMS-NMS interfaces
 Author(s): Mazzini, A.; Norris, R.; Vila, G.
 Journal: Alcatel Telecommunications Review no.3 p.232-40
 Publisher: Compagnie Financiere Alcatel,
 Publication Date: 2003 Country of Publication: France
 CODEN: ATREFX ISSN: 1242-0565
 SI CI: 1242-0565(2003)3L:232:1MM;1-B
 Material Identity Number: D445-2004-003
 Language: English
 Subfile: B C
 Copyright 2005, IEEE

... Abstract: applications must support end-to-end provisioning, accounting, performance monitoring and fault management/location in order to guarantee a broad range of user services, gather data to bill users for services and track quality according to contracted qualities of service (QoS) and service level agreements (SLA). Centralized network management is typically used to manage complex networks (comprising

subnetworks of equipment built, by different vendors) via their respective management systems. Large...
... a single vendor. However, this is achieved at the cost of more complex interworking and **network** management. Moreover, each **vendor**'s equipment, and graphical user interface (GUI) requires different operations methods and training. The "multi...

10/3, K/2 (Item 2 from file: 2)

DI ALOG(R) File 2: INSPEC

(c) 2008 Institution of Electrical Engineers. All rts. reserv.

07390690 INSPEC Abstract Number: C1999-12-7120-025

Title: Agent-mediated integrative negotiation for retail electronic commerce

Author(s): Guttman, R. H.; Maes, P.

Author Affiliation: Media Lab., M.T., Cambridge, MA, USA

Conference Title: Agent Mediated Electronic Commerce. First International Workshop on Agent Mediated Electronic Trading. AMET-98. Selected Papers
p. 70-90

Editor(s): Noriega, P.; Sierra, C.

Publisher: Springer-Verlag, Berlin, Germany

Publication Date: 1999 Country of Publication: Germany vii+206 pp.

ISBN: 3 540 65955 2 Material Identity Number: XX-1999-01900

Conference Title: Agent Mediated Electronic Commerce. First International Workshop on Agent Mediated Electronic Trading. AMET-98

Conference Date: 10 May 1998 Conference Location: Minneapolis, MN, USA

Language: English

Subfile: C

Copyright 1999, IEE

... Abstract: retailers by hiding important merchant value-added services from consumer consideration. Likewise, the increasingly popular **online** auctions pit **sellers** against **buyers** in distributive negotiation tug-of-wars over price. This paper analyzes these approaches from economic ...

... proposes integrative negotiation as a more suitable approach to retail electronic commerce. Finally, we identify **promising techniques** (e.g., multi-attribute utility theory, distributed constraint **satisfaction**, and conjoint analysis) for implementing agent-mediated integrative negotiation.

10/3, K/3 (Item 1 from file: 583)

DI ALOG(R) File 583: Gale Group Global base(TM)

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09710784

Customer-care focus by Trane

Thailand: New commercial from Trane

The Nation (XBO) 01 Mar 2002

Language: ENGLISH

... Always Care', that was developed by advertising agency TBWA Thailand. The commercial aims to inform **clients** of Trane's **commitment** towards **quality** after-sales service in a bid to ensure **customer satisfaction**, in line with its new 'service excellence' strategy. Trane will also aim to improve efficiency among its 200- **dealer network** in Thailand. According to TBWA, the after-sales aspect has been sorely overlooked by air...

~~ Patent Literature:

Dialog files: 347, 348, 349, 350

File 347: JAPI O Dec 1976-2007/ Dec(Updated 080328)

(c) 2008 JPO & JAPI O

File 348: EUROPEAN PATENTS 1978-2007/ 200816

(c) 2008 European Patent Office

File 349: PCT FULLTEXT 1979-2008/ UB=20080228UT=20080221

(c) 2008 WPO Thomson
File 350: Derwent WPI X 1963-2008/UD=200826
(c) 2008 The Thomson Corporation

Set	Items	Description
S1	13634	(ONLINE OR ON() LINE OR INTERNET OR WEB() (BASED OR SITE OR - SITES) OR WEBBASED OR WEBSITE? ? OR NETWORK?? OR VIRTUAL) (3N) - (MERCHANT? ? OR SELLER? ? OR VENDOR? ? OR RETAILER? ? OR DEALER? ? OR AUCTION??? OR SHOPKEEPER? ? OR SHOP() KEEPER? ?)
S2	5561	COMM T??? OR COMMITMENT? ? OR GUARANTEE??? OR AGREE??? OR - AGREEMENT? ? OR CONTRACT??? OR ASSURANCE OR AFFIRM??? OR PLEDG??? OR PROMS??? OR OBLIGAT???
S3	13126	PRACTICE? ? OR STANDARD? ? OR METHOD? ? OR PROCESS?? OR TECHNIQUE? ? OR OPERATION?? OR PROCEDURE? ? OR CRITERION OR CRITERIA OR PARAMETER? ? OR QUALITY OR QUALITIES OR CHARACTERISTIC? ?
S4	8565	FEEDBACK OR SCORE? ? OR SCORING OR RATE OR RATES OR RATED - OR RATING OR RANK OR RANKS OR RANKED OR RANKING OR GRAD??? OR ENFORC??? OR EVALUAT??? OR COMPL??? OR COMPLIANCE OR SATISFACT??? OR DISSATISFACT??? OR PERFORMANCE
S5	12325	BUYER OR BUYERS OR PURCHASER OR PURCHASERS OR USER OR USERS OR CUSTOMER OR CUSTOMERS OR VISITOR OR VISITORS OR MEMBER OR MEMBERS OR SUBSCRIBER OR SUBSCRIBERS OR CLIENT OR CLIENTS
S6	12298	INTERACTION? ? OR TRANSACTION? ? OR TRANSACTING OR PURCHAS- ??? OR TRADE? ? OR TRADING OR ORDER? ? OR ORDERING OR EXCHANG- ??? OR DEALING? ? OR BUY OR BUYING OR BOUGHT OR SALE OR SALES OR SELL???
S7	1845	S2(6N) S3
S8	284	S4(8N) S7
S9	9847	S5(8N) S6
S10	7	S1(20N) S8(20N) S9
S11	6	S10 AND IC=(G06F OR G06Q)

11/3, K1 (Item 1 from file: 349)
DI ALOG(R) File 349: PCT FULLTEXT
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01602399 **Image available**

SYSTEM AND METHODS FOR MANAGEMENT OF INTANGIBLE ASSETS
SYSTEME ET PROCEDE DE GESTION D'ACTIFS INTANGIBLES

Patent Applicant/Assignee:

INNOVATION INTERNATIONAL AMERICAS INC, 305 Madison Avenue, Suite 4517,
New York, NY 10165, US, US (Residence), US (Nationality), (For all
designated states except: US)

Patent Applicant/Inventor:

GRAHAM John Douglas, 105 East 16th Street, New York, NY 10003, US, US
(Residence), GB (Nationality), (Designated only for: US)

Legal Representative:

SCHMIDT William D et al (agent), Kalow & Springut LLP, 488 Madison
Avenue-19th Fl., New York, NY 10022, US

Patent and Priority Information (Country, Number, Date):

Patent: WO 2007149551 A2 20071227 (WO 07149551)
Application: WO 2007US14538 20070622 (PCT/WO US2007014538)
Priority Application: US 2006815791 20060622; US 2006831763 20060719

Designated States:

(All protection types applied unless otherwise stated - for applications
2004+)

AE AG AL AM AT AU AZ BA BB BG BH BR BW BY BZ CA CH CN CO CR CU CZ DE DK
DM DO DZ EC EE EG ES FI GB GD GE GH GM GT HN HR HU ID IL IN IS JP KE KG
KM KN KP KZ LA LC LK LR LS LT LU LY MA MD ME MG MK MN MW MX MY MZ NA
NG NI NO NZ OM PG PH PL PT RO RS RU SC SD SE SG SK SL SM SV SY TJ TM TN
TR TT TZ UA UG US UZ VC VN ZA ZM ZW
(EP) AT BE BG CH CY CZ DE DK EE ES FI FR GB GR HU IE IS IT LT LU LV MC MT
NL PL PT RO SE SI SK TR
(OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG
(AP) BW GH GM KE LS MW MZ NA SD SL SZ TZ UG ZM ZW
(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 30724

International Patent Class (v8 + Attributes)

IPC + Level Value Position Status Version Action Source Office:

G06Q 0040/00 ...

Fulltext Availability:

Detailed Description

Claims

Detailed Description

... bond to the trusted third party; delivering the one or more intangible assets to the **buyer**; and having the trusted third party pay the **seller** the contractually agreed upon amount if the **buyer** determines that the delivered one or more intangible assets **comply** with the **contract**.

[0014] In various embodiments, a **method** is provided for trading one or more intangible assets over a **network**, comprising: receiving **seller** information from a first **user** over the **network**, the **seller** information relating to the one or more intangible assets offered for sale on behalf of...

Claim

... bond to the trusted third party; delivering the one or more intangible assets to the **buyer**; and having the trusted third party pay the **seller** the contractually agreed upon amount if the **buyer** determines that the delivered one or more intangible assets **comply** with the **contract**.

65. A **method** for trading one or more intangible assets over a **network**, comprising: receiving **seller** information from a first **user** over the **network**, the **seller** information relating to the one or more intangible assets offered for sale on behalf of...

^ 11/3, K/2 (Item 2 from file: 349)

DIALOG(R) File 349: PCT FULLTEXT

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01203078 **Image available**

MANAGING AN ELECTRONIC SEAL OF CERTIFICATION
GESTION D'UN SOEAO DE CERTIFICATION ELECTRONIQUE

Patent Applicant/Assignee:

SQUARETRADE INC, 50 First Street, Suite 600, San Francisco, CA 94105, US,
US (Residence), US (Nationality), (For all designated states except:
US)

Inventor(s):

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QUINN John, 1430 15th Avenue, San Francisco, CA 94122, US,
TSENG Vincent, 199 Mt. Auburn Street #3, Cambridge, MA 02138, US,
ABERNETHY Steven D, 4065 25th Street, San Francisco, CA 94114, US,

Legal Representative:

SIEFFERT Kent J (agent), Shumaker & Sieffert, P.A., 8425 Seasons Parkway,
Suite 105, St. Paul, MN 55125, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200510649 A2-A3 20050203 (WO 0510649)

Application: WO 2004US14726 20040511 (PCT/WO US04014726)

Priority Application: US 2003470345 20030514; US 2003714758 20031117

Designated States:

(All protection types applied unless otherwise stated - for applications 2004+)

AE AG AL AM AT AU AZ BA BB BG BR BW BY BZ CA CH CN CO CR CU CZ DE DK DM
DZ EC EE EG ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC
LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NA NI NO NZ OM PG PH PL PT RO
RU SC SD SE SG SK SL SY TJ TM TN TR TT TZ UA UG US UZ VC VN YU ZA ZM ZW
(EP) AT BE BG CH CY CZ DE DK EE ES FI FR GB GR HU IE IT LU MC NL PL PT RO
SE SI SK TR
(OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG
(AP) BW GH GM KE LS MW MZ NA SD SL SZ TZ UG ZM ZW
(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English
Filing Language: English
Fulltext Word Count: 15967

Main International Patent Class (v7): G06F-017/60

Fulltext Availability:
Detailed Description
Claims

Detailed Description

... issuer 8 might, for example, verify that merchant 4 is a legitimate business merchant that **complies** with, or **agrees** to conform to, certain **standards**. For example, seal issuer 8 may be an online dispute resolution service that is designed to help **buyers** and **sellers** involved in **online transactions** resolve disputes, such as disputes that may arise in an **online auction**. In this instance, seal issuer 8 issues an electronic seal to merchants 4 that agree...

Claim

... of claim 144 wherein the request indicates a requested level of third party protection, the **method** further comprising requiring the seller to **commit** to **compliance** with additional requirements to receive the requested level of third party protection. 149. The method of claim 144 further comprising requiring the **seller** to commit to **online** dispute resolution, wherein indicating to the **buyers** that third party **transaction** protection is available comprises indicating to the **buyers** that third party **transaction** protection is available upon receiving a commitment to online dispute resolution from the seller. 150...

11/3, K/3 (Item 3 from file: 349)

DI ALOG(R) File 349: PCT FULLTEXT
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00855137 **Image available**

METHOD AND SYSTEM FOR MARKET BASED RESOURCE ALLOCATION PROCEDE ET SYSTEME D'ALLOCATION DE RESSOURCES EN FONCTION DU MARCHE

Patent Applicant/Assignee:

INVISIBLE HAND NETWORKS INC, 527 West 34th Street, 6th Floor, New York, NY 10001, US, US (Residence), US (Nationality)

Inventor(s):

SEMRET Nemo, 123 Avenue A, New York, NY 10009, US,
GIAMMARINO Giovanna, 123 Avenue A, New York, NY 10009, US,

Legal Representative:

MAJERUS Laura A (et al) (agent), Fenwick & West LLP, Two Palo Alto Square, Palo Alto, CA 94306, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200188811 A2 20011122 (WO 0188811)
Application: WO 2001US15424 20010512 (PCT/WO US0115424)
Priority Application: US 2000203849 20000512

Designated States:

(Protection type is "patent" unless otherwise stated - for applications prior to 2004)

AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ DE DK DM DZ EE
ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT
LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM
TR TT TZ UA UG UZ VN YU ZA ZW
(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR
(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW
(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English
Filing Language: English
Fulltext Word Count: 25744

Main International Patent Class (v7): G06F-017/60

Fulltext Availability:
Detailed Description

Detailed Description

... s router.

13

SUBSTITUTE SHEET (RULE 26)

b) the router is given a set of **committed access- rate parameters** to be used by the router to limit and shape traffic assure each buyer the...

...or

c) capacity within an MPLS (Multiprotocol Label Switching) tunnel between two points in the **seller's network**.

Thus, as shown in Fig. 9(b), packets 960 from the willing **buyer** ISP(s) are routed through the **seller's** router and on to the seller ISP's network 956, from which they...

11/3, K/4 (Item 4 from file: 349)

DIALOG(R) File 349: PCT FULLTEXT

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00806389

SCHEDULING AND PLANNING BEFORE AND PROACTIVE MANAGEMENT DURING MAINTENANCE AND SERVICE IN A NETWORK-BASED SUPPLY CHAIN ENVIRONMENT

PROGRAMMATION ET PLANIFICATION ANTICIPÉE, ET GESTION PROACTIVE AU COURS DE LA MAINTENANCE ET DE L'ENTRETIEN D'UN ENVIRONNEMENT DU TYPE CHAÎNE D'APPROVISIONNEMENT RESEAUTÉE

Patent Applicant/Assignee:

ACCENTURE LLP, 1661 Page Mill Road, Palo Alto, CA 94304, US, US
(Residence), US (Nationality)

Inventor(s):

M KURAK Michael G, 108 Englewood Boulevard, Hamilton, NJ 08610, US,

Legal Representative:

HICKMAN Paul L (agent), Oppenheimer Wolff & Donnelly, LLP, 38th Floor,
2029 Century Park East, Los Angeles, CA 90067-3024, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200139082 A2 20010531 (WO 0139082)

Application: WO 2000US32228 20001122 (PCT/WO US0032228)

Priority Application: US 99447625 19991122; US 99444889 19991122

Designated States:

(Protection type is "patent" unless otherwise stated - for applications prior to 2004)

AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES FI GB GE GH GM
HR HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD MG MK MN MW MX
NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG UZ VN YU ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 152479

Main International Patent Class (v7): **G06F-017/16**

Fulltext Availability:

Detailed Description

Detailed Description

... 104 illustrates a flowchart for a method for administering an e-Commerce system on a

network in accordance with an embodiment of the present invention;

Figure 105 illustrates components of the...

...the eCommerce Application Framework of

the present invention;

Figure 107 illustrates a flowchart for a **method** for completing a **transaction** over a network in

accordance with an embodiment of the present invention;

Figure 108 depicts...

11/3, K/5 (Item 5 from file: 349)

DI ALOG(R) File 349: PCT FULLTEXT

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00806384

NETWORK AND LIFE CYCLE ASSET MANAGEMENT IN AN E-COMMERCE ENVIRONMENT AND METHOD THEREOF

GESTION D'ACTIFS DURANT LE CYCLE DE VIE ET EN RESEAU DANS UN ENVIRONNEMENT DE COMMERCE ELECTRONIQUE ET PROCEDE ASSOCIE

Patent Applicant/Assignee:

ACCENTURE LLP, 1661 Page Mill Road, Palo Alto, CA 94304, US, US

(Residence), US (Nationality)

Inventor(s):

M KURAK Michael G, 108 Englewood Blvd., Hamilton, NJ 08610, US,

Legal Representative:

HICKMAN Paul L (agent), Oppenheimer Wolff & Donnelly, LLP, 38th Floor, 2029 Century Park East, Los Angeles, CA 90067-3024, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200139030 A2 20010531 (WO 0139030)

Application: WO 2000US32324 20001122 (PCT/WO US0032324)

Priority Application: US 99444775 19991122; US 99447621 19991122

Designated States:

(Protection type is "patent" unless otherwise stated - for applications prior to 2004)

AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CU CZ DE DK DZ EE ES FI GB
GE GH GM HR HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD MG MK
MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG UZ VN
YU ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 171499

Main International Patent Class (v7): G06F-017/60

Fulltext Availability:

Detailed Description

Detailed Description

... Core".

The trends observed in the "NGN" will continue with increased broadband access. Other access **methods** (cable, satellite, wireless) will also **complete** their transformation to the "New Core". These will all become IP enabled access technologies that...

...across many different access technologies.

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The Wireless Data Network Architecture

The current wireless "Core" **network** consists of wireless based access and roaming capabilities that inter-operate with wire-line PSTN...

11/3, K/6 (Item 6 from file: 349)

DI ALOG(R) File 349: PCT FULLTEXT

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00783267

Image available

A COMPUTER BASED FRACTIONAL AUCTIONING SYSTEM

SYSTEME DE VENTE AUX ENCHERES INFORMATIQUE PAR FRACTIONS

Patent Applicant/Assignee:

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Inventor(s):

HAN Daniel, 44 St. Joseph Street, Suite 812, Toronto, Ontario M4Y 2W4, CA

HAN Hye-Shik Benji, 21042 E. Arrow Hwy #188, Covina, CA 91724, US,
Legal Representative:
BERESKIN [entity:amp] PARR (agent), 40 King Street West, 40th Floor,
Toronto, Ontario M5H 3Y2, CA,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200116815 A2 20010308 (WO 0116815)

Application: WO 2000CA993 20000830 (PCT/WO CA0000993)

Priority Application: US 99386271 19990831; US 2000498389 20000203

Designated States:

(Protection type is "patent" unless otherwise stated - for applications
prior to 2004)

AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ DE DK DM DZ EE
ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT
LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM
TR TT TZ UA UG UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 8891

Main International Patent Class (v7): G06F-017/60

Fulltext Availability:

Detailed Description

Detailed Description

... information may include: a description, the name of the issuer, the
maturity date, coupon

information, **rating** information, the CUSIP (**Committee** on Uniform
Security Identification **Procedures**) number, and the maturity date.

Client

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be a **buyer** or a **seller**. **Client** database 22 may include traditional
contact information such as name and address as well as...